

Department of Public Works
July 8, 2008

Current Status

Entering into Fiscal Year 2008-2009, Development Services remains fully dedicated to doing all that we can to provide efficient and effective service to our customers. With the realization that our current service model is not sustainable and needs to change, staff is meeting the challenges of the year ahead with a solution-oriented workplan that promotes our commitment to the facilitation of development while incorporating the very realistic shortage of resources. As an organization, we are confident in our ability to adapt by providing options and communicating clearly with our customers as we develop this new service model. Moving forward, we will strive to understand our customer's schedule needs and work to set realistic expectations.

The first tier of this two-tiered workplan, the Development Services Delivery Model for FY 2008-2009, is a focused response that addresses immediate concerns and expectations for the year ahead. The second tier, the Development Service Delivery Model for FY 2009-2010 & Beyond, looks at the broader context of the service delivery model - seeking to offer desired service levels efficiently at a cost supported by the development industry. Both models are discussed below.

I. Development Service Delivery Model for Fiscal Year 2008-2009

In today's climate of "tightening belts", trying to do more with less is not a strange concept to any work environment – private or public. We believe that success under difficult circumstances is best achieved by communicating a clear direction, thereby helping to set realistic expectations and avoid unnecessary frustration that often accompanies uncertainty in the permitting process. To that end, the FY 2008-2009 workplan has three components that are discussed below: the project team reorganization, submittal guidelines, and proposed timeline revisions.



IA. PROJECT TEAM REORGANIZATION – *Instituted in February 2008*

In an effort to streamline functions, PW Development Services has reorganized project teams to provide a more process-focused system of delivery. There are now three project coordination teams with the coordination team leader acting as the main point of contact throughout the project. The coordination teams will process projects in the planning permit phase. Once a project has an approved planning permit and is ready to begin the improvement plan review process, one of two implementation teams will work with the team leader to review project improvement plans and issue Public Works permits and/or Clearances. For reference, an organizational chart with contact information is provided with this bulletin.

IB. PLAN SUBMITTAL GUIDELINES – Effective Immediately

DO	AVOID
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Call ahead and make an appointment to drop off project plan submittals or to meet with staff on project specific and/or general matters <ul style="list-style-type: none"> – Project specific appointments can be made by contacting the assigned project manager directly (see accompanying organizational chart) – For general information, appointments can be scheduled by calling: 408-535-7857 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Dropping by unannounced and the frustration of finding staff unavailable to meet and accept materials for review
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Arrive to your appointment with a complete submittal, following instructions for preparation, completing checklists ahead of time (where appropriate) and attaching application and checklists to your project plan submittal. <ul style="list-style-type: none"> – Fee schedules, instructions, applications, and checklists can be picked up at City Hall or downloaded from the Development website: http://www.sanjoseca.gov/publicworks/tds/document.asp 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Arriving to your appointment unprepared with an incomplete submittal package that will require additional items before the submittal can be accepted for review

IC. PROPOSED REVISIONS FOR REVIEW TIMELINES – Fall 2008

The Development Services Delivery Model for FY 2008-2009 is proposing to revise review timelines to adequately reflect current staffing levels. Review timelines will be tiered based on the number of submittals (i.e. 2nd review timeline is shorter than 1st review due to comments being addressed). The revised timelines are currently undergoing internal evaluation which will be followed by a two week stakeholder comment period. It is expected that the proposed timelines will be available from staff, on our website, and emailed to our various industry groups in mid July 2008.

II. Development Services Delivery Model for Fiscal Year 2009-2010 & Beyond

Public Works is in the process of developing a workplan for an in-depth evaluation of current business practices and services provided by Development Services. The workplan is expected to include opportunities for stakeholder feedback and benchmarking with other city's development processes. The ultimate goal of the evaluation is to produce a service model that allows us to efficiently fulfill our regulatory role and, for those who want it, provide additional facilitation services. Streamlining of current processes and enhancement of early internal and external communication will also be a focus of our workplan. It is anticipated that work will be completed by early 2009 so that a staffing model and fee structure can be presented in during the spring budget process for the 2009-2010 budget.

Public Works Development Services – Project Staffing

JULY 8, 2008

Division Manager
Primo De Guzman: 535-8466

Coach – Senior Engineer
Ebrahim Sohrabi: 535-6836

Coach – Senior Engineer
Michael Liw: 535-6835

Coach – Acting Senior Engineer
Ryan Do: 535-6897

Project Coordination Team

Vivian Tom, Assoc. Engineer: 535-6819
Arlene Lew, Senior Engr Tech: 535-6827
Joshua Kenton, Assoc. Engr Tech: 535-6810

Project Coordination Team

Norm Mascarinas, Assoc. Engineer: 535-6812
Gary Jansen, Prin Engr Tech: 535-6895

Project Coordination Team

Asad Rajbhoy, Engineer I: 535-7878
Keith Gaxiola, Senior Engr Tech: 535-6896

Traffic / Transportation Planning

Karen Mack, Prin Engr Tech: 535-6816
Lori Tanase, Assoc. Engr Tech: 535-3881

Implementation Team

Domingo Trinidad, Assoc. Engineer: 535-4146
Gerry Fabella, Engineer II: 535-6898
Luis Carrera, Structure/LS Designer II: 535-6830

Implementation Team

Roger Storz, Assoc. Engineer: 535-6894
Joseph Dyke, Engineer I: 535-6821
Tom Welch, Engr Tech II: 535-6829

Geologist

Michael Shimamoto: 535-7646

Flood Program / Erosion Control

Maria Angeles, Assoc. Engineer: 535-6817
(On leave until SEPT 2008)

Erwin Wong, Acting Assoc. Engr: 535-6823
Nick Bumb, Intern: 535-6834

Customer Service Center Team

Theresa Antonio, Assoc. Engr Tech: 535-7643
Jose Uribe, Assoc. Engr Tech: 535-7645

Special Districts

Tom Borden, Prin Engr Tech: 535-6831
Rajiv Bajaj, Engr Tech I: 535-7644
Stan Wong, Senior Engr Tech: 535-6833
Roya Malaekah, Intern: 535-6814

Development Inspection

Joe Scaglione, Acting Principal Construction Inspector: 975-7417
Gary Sangha, Senior Construction Inspector: 975-7438
Michael Duffy, Senior Construction Inspector: 975-7414
Tom Curren, Senior Construction Inspector: 975-7413
Yvonne Williams, Assoc Construction Inspector: 975-7415
Martin Wormuth, Assoc Construction Inspector: 975-7436
Jim Hartman, Assoc Construction Inspector: 975-7435